

Carrier Documentation

MCI

| FCC Requirement | DDTP Contract Language | Sprint | Ok ? | MCI | Ok ? |
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| Operational Standards | | | | | |
| <p>64.604: Operational Standards: Operator Employment, Training and Competency Standards:</p> <p>TRS providers are responsible for requiring that CAs be sufficiently trained to effectively meet the specialized needs of individuals with hearing and speech disabilities and that CAs have competent skills in typing, grammar, spelling, interpretation of typewritten ASL, and familiarity with hearing and speech disability cultures, language and etiquette. 60 WPM, must give oral to type tests, and VRS interpreters must be "qualified interpreters."</p> | <p>Minimum Operator Qualifications</p> <ol style="list-style-type: none"> 1. Minimum 45 wpm typing <i>(DDTP later amended the agreement to require 60WPM)</i> See attached 2nd Amendment to the Master Agreement 2. 12th grade level English proficiency 3. 12th grade spelling proficiency 4. Ability to understand Deaf people using limited English and ability to translate limited typed English to correct Spoken English 5. For Spanish speaking operators, ability to translate limited typed Spanish into correct spoken Spanish <i>(IFB p.43)</i> <p>Operator Training</p> <ol style="list-style-type: none"> 1. Operator will be trained to work with users who are | <p>Sprint tests all new applicants and then continues to test all employees using an oral-to-type test that stimulates working conditions. All CAs type 60 WPM. (Sprint, p. 3)</p> <p>"Sprint has established a successful procedure to attract qualified applicants for CA positions." Including: a validated test that screens for typing and language skills, then an interview, phone or in-person, and finally interview by operations supervisor, and drug screen and security check. (p.3)</p> <p>"New hires receive training in Deaf Culture, ASL translation, Oral</p> | ✓ | <p>MCI's intensive screening process covers typing (including oral-to-type testing at a minimum of 60 words per minute), grammar, spelling, and voice clarity skills. MCI exceeds this requirement in that its oral-to-type testing of CA typing speed does not incorporate technological aids.</p> <p>MCI provides CAs extensive training in all aspects of relay communication including interpretation of typed ASL, Deaf cultural awareness, TTY usage, confidentiality, ethics, emergency call handling and relay etiquette. For STS CAs this training includes aspects of speech disability. MCI exceeds this requirement in that training in deaf</p> | ✓ |

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| | Deaf, hard-of-hearing, late-deafened, and speech disabled. Trainings include: ASL "gloss" and grammar, Deaf culture, needs of hard-of-hearing, late deafened, and speech disable users, and operation of TRS equipment. Training will be ongoing, including revised procedures and new technology. Training will include simulated and live calls. | Deaf, and sensitivity to the needs of persons with hearing and speech disabilities....trained and evaluated on how to accurately reflect the TTY user's intent and on the CA's role in the relay process....Sprint works closely with local deaf and hard of hearing communities....CAs also receive extensive training on how to improve their interpersonal skills so that they can work effectively with difficult and stressful situations. (p. 3) | | culture and aspects of speech disability is provided to supervisory and customer service personnel in addition to CAs. | |
| 64.604: Operational Standards: Confidentiality and Context (i) CAs are prohibited | <p>(IFB p. 43)</p> <p>Deaf, hard-of-hearing, late-deafened and speech disabled communities, ethics and confidentiality.</p> <p>Confidentiality</p> <p>1. All calls made through CRS should be totally confidential with no</p> | <p>See also Appendix B of Sprint packet.</p> <p>...all information provided for call set up, including customer database and branding information,</p> | ✓ | All relay personnel must sign a Pledge of Confidentiality to ensure understanding, and must | ✓ |

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| <p>from disclosing the content of any relayed conversation regardless of content, and with a limited exception of STS CAs, form keeping records of the content of any conversation beyond the duration of the call, even if to do so would be inconsistent with state or local law. STS CAs may retain information from a particular call in order to facilitate the completion of consecutive calls, at the request of the user.</p> <p>(ii) CAs are prohibited from intentionally altering a relayed conversation and must relay all conversation verbatim unless the user specifically requests summarization, or if the user requests interpretation of an ASL call. An STS CA may facilitate the call of an STS user so long as the CA does not interfere with the independence of the user, the user maintains control of the conversation, and the user does not object.</p> | <p>written or electronic script kept beyond the duration of the call. No information can be revealed except for billing purposes.</p> <ol style="list-style-type: none"> 2. Operators must sign a pledge of confidentiality. 3. If the user is in a life-threatening situation, or creates one, names and other details may only be disclosed to supervisors to solve the problem. 4. People other than the operator listening to calls are prohibited, except for training or monitoring purposes, or other CPUC or DDTPAC authorized purposes. 5. Providers must develop a confidentiality policy. 6. An operator or supervisor who, after investigation is found to have violated confidentiality rules shall be terminated immediately. (IFB p. 46) | <p>remains confidential and cannot be used for any other purposes. Sprint also prohibits the use of any information obtained during the processing of a call. After the inbound party disconnects, CAs lose the ability to view or access any information pertaining to the call...After the call has been terminated, the billing information is transferred to the billing files and is no longer accessible except for billing purposes. (p. 4-5)</p> <p>No one is permitted to watch or listen to actual calls except CAs and supervisory staff for the purpose of relaying, assisting, or monitoring the call for training purposes. (p. 5)</p> <p>All relay centers are required to sign and abide by a pledge of</p> | <p>review and sign this Pledge annually. Only persons who have signed a Pledge are allowed into the production area of an MCI relay center, and observing or listening to actual calls by anyone other than the CA handling a call is prohibited except for training or quality assurance purposes. All allegations of confidentiality breach are immediately and thoroughly investigated, and the individual against whom an allegation is lodged is immediately placed on administrative leave during the course of the investigation. Any individual who, after investigation, is found to have violated customer confidentiality is terminated, and is not allowed to work in an MCI Relay Center again.</p> |
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| | | <p>confidentiality that is a promise not to disclose the identity of any caller or any information learned during the course of relaying calls. Breach of confidentiality will result in termination of an employee. (p. 5)</p> <p>See also:</p> <ul style="list-style-type: none"> • p. 5-6 for list of further confidentiality policies • Appendix C for Pledge of confidentiality | <p>No records of call content are kept after originating call termination with the exception of records retained by request of an STS consumer for the completion of subsequent calls. All information relating to call content is automatically and completely erased from the CA console.</p> <p>CAs are prohibited from intentionally altering a relayed conversation. To the extent that it is not inconsistent with federal, state or local law regarding use of telephone company facilities for illegal purposes, CAs relay all conversation verbatim unless the relay user specifically requests summarization, or interpretation of an ASL call. In providing STS, CAs facilitate the call of an STS user with a speech</p> | |
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| | | | disability to the extent requested, while enabling the user to be independent and maintain control of the conversation. | |
| <p>64.604: Operational Standards: Types of Calls (Checklist) Consistent with the obligations of common carrier operators, CAs are prohibited from refusing single or sequential calls or limiting the length of calls utilizing relay services. TRS shall be capable of handling any type of call normally provided by common carriers and the burden of proving the infeasibility of handling any type of call will be placed on the carriers.</p> | <ol style="list-style-type: none"> 1. California intraLATA local and toll calls and CA intrastate inter LATA calls. 2. Interstate calls originating or terminating in CA (not billed to DDTP) 3. International calls originating or terminating in CA (not billed to DDTP) 4. Calls to 800 numbers, including regionally restricted 800 numbers, and calls to business offices of local telephone companies. <i>(IFB p. 40-41)</i> | <p>Sprint provides 24 hour, 7 day-a-week TRS for standard (voice), Text Telephone (TTY), wireless, or personal computers (PC) users to place local, intrastate, interstate and international calls. Sprint also processes calls to directory assistance and to toll free numbers. There are no restrictions places on the duration or number of calls placed by any relay user. All relay users using Sprint retain full control of the length and number of calls placed anytime through relay. (p. 6-7)</p> | <p>CAs are prohibited from refusing to place single or sequential calls or call attempts, and from limiting the length of calls placed by relay users. MCI is capable of handling any type of call normally provided by common carriers, including calls with termination that are local, intraLATA, intrastate interLATA, Interstate, International and to directory assistance. MCI billing options include authorized credit cards. Where a customer wishes to place a call billed to a credit card that is not authorized to accept charges, or where credit is denied by an authorized card service, CAs will</p> | <p>✓</p> |

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| | | | attempt to solicit from the relay user an alternate method of billing the call. | |
| <p>64.604: Operational Standards: Handling Emergency Calls Providers must use a system for incoming emergency calls that, at a minimum, automatically and immediately transfers the caller to the nearest Public Safety Answering Point (PSAP). In addition, a CA must pass along the caller's telephone number to the PSAP when a caller disconnects before being connected to emergency services.</p> | <p>Although all of California is covered by 911 emergency communications centers prepared to handle TTY calls directly, providers must establish procedures for handling and referring emergency calls. <i>(IFB p. 41)</i> (DDTP later amended the agreement to require E911, see 2nd Amendment to the Master Agreement.)</p> | <p>See Appendix D</p> <ul style="list-style-type: none"> • The CA, when told by a TTY/ASCII use (non-voice) that an emergency exists, will hit a "Hot key." • The CA's terminal sends a query to the E911 database containing the callers' geographic area ANI. • The database responds with the telephone number of the PSAP that covers the geographic source of the call, and then, automatically dials the PSAP number, and automatically passes the caller's ANI to the E911 service center. <p>The CA remains on the line until emergency personnel arrive on the scene unless previously released by the caller.</p> | <p>✓</p> <p>MCI exceeds the FCC's mandatory minimum standard emergency call handling in that its relay platform, implemented in 1999, automatically connects to the caller's Public Safety Answering Point by cross-referencing the caller's delivered ANI with its associated PSAP contained in the emergency directory. MCI's platform also automatically transmits the caller's ANI to the PSAP.</p> <p>When an emergency call request is originated from a cell phone the caller is prompted to provide a physical location. The system then looks up and dials out the associated PSAP as opposed to calling the PSAP location associated with the</p> | <p>✓</p> |

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| | | The CA also verbally passes the caller's ANI onto the E911 center operator. | | delivered ANI. When the CA initiates the emergency dialing feature the console is automatically placed in a "busy" or stand-by" mode while the outgoing call is being placed to the PSAP. This process retains the caller's ANI should the caller hang up before connecting to the PSAP and prevents the console from being available for an incoming call, which would erase the caller's ANI. | |
| 64.604: Operational Standards: In Call Replacement of Operators CAs answering and placing a TTY based TRS or VRS call must stay with the call a minimum of ten minutes. CAs answering and placing an STS call must stay with the call for a minimum of fifteen minutes. | Change of operators is discouraged. If the change is necessary, both parties shall be informed. (See attached 2 nd Amendment to Master Agreement.) (CRS IFB p. 44) The operator shall stay on the call until both parties have terminated, unless to process a complaint or commendation. (IFB p. 45) | Sprint will ensure that the CA remains on the call for at least 10 minutes (or 15 minutes for STS call). If a change of CA is unavoidable. CAs are trained to make this transition as smoothly as possible and will inform both parties. (appendix E) For further change-of-CA policy, see Appendix E | ✓ | MCI strives in all cases to have the CA who answers a call remain on the call for its duration. In the event that it is not possible for a CA to remain with a call, the answering CA will remain with a TTY-originated call for a minimum of ten minutes and with an STS call for a minimum of 15 minutes. In-call replacements are | ✓ |

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| | | | | only performed after either the caller or the called party has completed an exchange (either a typed or a verbal "GA"). When in-call replacement of a CA is performed, the change is announced to both parties immediately following the replacement. | |
| 64.604: Operational Standards: Operator Gender Preferences TRS providers must make best efforts to accommodate a TRS user's requested CA gender when a call is initiated and, if a transfer occurs, at the time a call is transferred to another CA. | IF a TTY user initiating a call asks, he/she will be advised of the relay operator's gender, and upon request, switched to an operator of the gender of the caller's choice. (IFB p. 45) | When a Sprint relay user requests a CA of the opposite gender to the CA who initially receives the call, the relay user is switched to an appropriate CA as soon as one becomes available. If a change of CA is necessary during the call, every attempt will be made to accommodate the previous gender request. (p. 7) | ✓ | CAs provide their identification number and gender to the TTY user at the beginning and at the end of each call, and makes best effort to schedule an adequate number of CAs of both genders throughout daily operation. Callers always have the option of requesting a male or female CA, either on-line or by Caller Profile, and as feasible these requests are accommodated. When an in-call replacement is necessary, a CA of the same gender is assigned as feasible to continue | ✓ |

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| | | | handling the call. | |
| <p>64.604: Operational Standards: STS Called Numbers Relay providers must offer STS users the option to maintain at the relay center a list of names and telephone numbers which the STS user calls. When the STS user requests one of these names, the CA must repeat the name and state the telephone number to the STS users. This information must be transferred to any new STS provider.</p> | <p>[STS] Users shall be allowed to submit a list of names and telephone numbers of people who they call regularly. Each entry would have a number and operators could call up the lists to the screen by invoking the caller's telephone number. (IFB p. 53)</p> | <p>Sprint's relay customer database is available to STS users. The database can be used to store a list of names, frequently dialed telephone numbers, and customer notes. The database automatically appears on the CAs terminal screen each time a user dials into one of the Sprint relay numbers....Customer profile information will be transferred to any new provider at the end of the contract term.</p> | <p>With up to 30 possible listings, MCI offers the largest Speed Dial directory in the relay industry today, and provides this feature from a secure database. With this database, STS users can expedite their calls by simply providing the STS CA the name of the desired called person, rather than having to state the called person's phone number when placing an outbound call. STS users can add, modify or delete information in their individual Speed Dial directory.</p> <p>MCI exceeds this mandatory minimum standard in that STS users can, at their option, include their names in an STS Directory so that "speech able" callers can request an outgoing call to</p> | <p>✓</p> |

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| | | | the STS user by giving the CA the STS user's name. Further, STS users can access their Speed Dial list when away from their profiled ANI by using a pre-registered passcode or other pre-established personal identifier. | |
| Technical Standards | | | | |
| 64.604: Technical Standards: Transmission Modes (ASCII, Baudot, Turbocode) TRS shall be capable of communicating with ASCII and Baudot format, at any speed generally in use. | Providers must furnish all necessary telecommunications equipment and software to be capable of communicating with ASCII and Baudot at any speed generally in use. Providers' service must be able to connect and communicate in all of the protocols and enhanced protocols used by the TTYs distributed in CA by the DDTP at the time of this bid. (IFB p.38) | Each Sprint CA position is capable of receiving and transmitting in vice, Baudot including TurboCode and E-TurboCode as well as ASCII codes. (p. 7) | MCI is capable of receiving and transmitting in ASCII and Baudot format, at speeds that are generally in use. | ✓ |
| 64.604: Technical Standards: Speed of Answer, 85% in 10 daily TRS shall include | Providers must provide adequate staffing to provide callers with an average daily answer time of 7 seconds, to | See Sprint's Appendix F | MCI monitors relay call traffic at a minimum of every 30 minutes. On each half-hour, switching | ✓ |

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| <p>adequate staffing to provide callers with efficient access under projected calling volumes, so that the probability of a busy response due to CA unavailability shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network. TRS shall, except during network failure, answer 85% of all calls placed within 10 seconds by any method which results in the caller's call being immediately places, not put in a queue or on hold.</p> | <p>assure that 85% of all calls are answered within 10 seconds. This shall be measured by sampling the average answer time at a minimum of every 30 minutes for a 24 hour period. (IFB p.39)</p> | | <p>equipment generates a summary of call handling the previous 30-minute period. This summary includes the number of offered calls, the number of handled calls, the number of abandoned calls, the number of blocked (rejected) calls, the Average Speed of Answer, the Average Agent Time, and the Average Talk Time. These factors are used to develop projections for agent staffing based on time of day and day of week to ensure adequate staffing to answer a minimum of 85% of calls within 10 seconds.</p> <p>MCI includes abandoned call counts in its ASA calculations. ASA is measured from the time a call reaches the MCI switch and until it is answered by a CA who is ready to begin processing</p> | |
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| | | | | <p>an outgoing call. Upon receiving a call, CAs immediately engage the user and to obtain the information required in order to complete the outgoing call.</p> <p>MCI's relay platform provides adequate trunking to ensure that a P.01 standard for call blocking is met, and reports both ASA and call blocking on a daily and a monthly basis to the DDTP.</p> | |
| <p>64.604: Technical Standards: Equal Access to interexchange carriers</p> <p>TRS users shall have access to their chosen interexchange carrier through the TRS, and to all other operator services, to the same extent that such access is provided to voice users.</p> | <p>CRS users shall have access to their choice of interLATA (interstate and intrastate) and intraLATA carriers through the relay service to the same extent such access is provided to voice telephone users in California. (CRS IFB p.41)</p> | <p>Sprint provides callers with the ability to have their intrastate, interstate and international calls carried by any interexchange carrier who has agreed to participate in the Carrier of Choice (COC) program.... Callers will be able to use any billing method made available by the requested carrier including collect,</p> | ✓ | <p>MCI provides for each caller's Interexchange Carrier (IXC) of choice, to the extent that the IXC can be identified and is willing to participate in TRS, by routing those requests to a LEC tandem that has IXC trunking. At the LEC tandem the trunking is switched over to the designated IXC who is provided with the</p> | ✓ |

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| | | <p>third party, prepaid and calling cards. (p. 8)</p> <p>See p. 8 for list of participating COCs</p> | <p>Originating ANI, the Terminating ANI, Info Digits, and SS7 information including Caller ID. With that information the IXC is able to route and bill calls appropriately.</p> | |
| <p>64.604: Technical Standards: TRS Facilities TRS shall operate everyday, 24 hours a day. TRS shall have redundancy features functionally equivalent to equipment in normal central offices, including uninterruptible power for emergency use. TRS shall transmit conversations between TTY and voice callers in real time. Adequate network facilities shall be used in conjunction with TRS so that under</p> | <p>1. CRS shall operate every day of the year, 24 hours per day. <i>(IFB p. 38)</i> 2. Adequate network facilities shall be used in conjunction with CRS so that under projected call volume the probability of a busy response due to loop or trunk congestion shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice network.</p> | <p>Sprint TRS and Sprint Relay customer Service are both available 24 hours a day, every day of the year. Sprint utilizes both UPS and backup power generators to ensure that the relay centers have uninterrupted power even in the event of a power outage. Ups is used only long enough for the backup power generators to come on line—a matter of minutes. The backup</p> | <p>✓</p> <p>MCI provides the California Relay Service 24 hours per day, seven days per week, and uses a Nortel DMS100 ACD. The DMS100 operates in a dual processor mode providing sufficient redundancy to minimize the possibility technical failure. For redundancy, the DMS100 operates with both processors online simultaneously. In the event of a CPU failure, the second processor</p> | <p>✓</p> |

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| <p>projected calling volume the probability of a busy response due to loop trunk congestion shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.</p> | <p>(IFB p. 39)</p> <p>Service reliability</p> <p>1. The uninterruptible power system must support the switch system and its peripherals, switch room environments, operator consoles/terminals, operator worksite emergency lights and call detail recording.</p> <p>2. The switching system shall include a redundant CPU on "hot stand by" to ensure that no calls are dropped due to processor failure, a full Maintenance and Administrative Terminal with keyboard, screen and printer capabilities, on-line system monitoring, real time programming capabilities which will not take the system off line, the ability to perform preventative maintenance without taking the system offline, and an inventory of spare critical components are</p> | <p>power generators are supplied with sufficient fuel to maintain operations for at least 24 hours. The generators can stay in service for longer periods of time as long as fuel is available. (p. 9)</p> <p>For more info-please see Sprint's Appendix H and p. 9</p> | <p>immediately handles calls with no interruption of service. The Nortel DMS100 has an uptime percentage of 99.99%. MCI protects the facility against power outages with an uninterruptible power supply (UPS), a battery system, and a back-up diesel generator. This equipment is located at the facility. In the event of an outside loss of power to the center, the battery system and UPS are designed to maintain power for up to two hours (depending on load), or until the diesel generator takes over – generally in 2 minutes or less, thereby providing long-term power. The long-term generator backup can maintain operations as long as needed with refueling. The UPS and back-up generator set support all critical functions at the center</p> | |
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| | <p>maintained on site to ensure the required levels of service are met.</p> <p>3. Intercept messages as appropriate shall be provided if a system failure occurs within the relay switch, the relay center, or on outbound circuits and the call cannot be completed or may be delayed. Voice, Baudot, and ASCII messages shall be provided. Intercept messages on inbound circuits may or may not be under the control of the provider.</p> <p>4. Each provider shall develop a complete disaster recovery plan for dealing with all types of natural and man-made problems. The plan should detail the level of escalation which will be employed to deal with the problem and restore service. (IFB p. 40)</p> | | <p>MCI's switched network is designed for an overall network availability objective of 99.6 percent or better. Individual network switches, including those responsible for network call distribution, are designed to meet availability objectives of at least 99.99 percent to minimize the probability of a busy response due to loop trunk congestion. MCI adheres to strict internal operating standards, frequent testing, and a highly fault-tolerant hierarchical switched network design that provides multiple routing choices for all switched calls.</p> |

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| <p>64.604: Technical Standards: Technology (Enhanced Protocols and Future Relay Technologies)</p> <p>No regulations set forth in this sub part is intended to discourage or impair the development of improved technology that fosters the availability of telecommunications to people with disabilities. VCO and HCO technology are required to be standard features of TRS.</p> | <p>Voice Carryover and Hearing Carryover (VCO and HCO)</p> <p>Providers shall provide both voice and hearing carryover at the request of the user. Voice carryover allows a TTY user to speak directly to the voice user (non-TTY user) and receive the message typed back on the TTY. Hearing carryover allows a TTY-user to hear directly what the voice user is saying and type back his or her message on the TTY which will be voiced to the operator. Providers' systems shall enable VCO and HCO users to utilize both TTY modes: acoustic mode and direct connect mode. Providers' systems shall allow VCO relay users to set up the call using voice communication with out the TTY transmission that is normally required to set up the relay call. Providers systems shall enable the VCO or HCO user to transmit or receive the spoken portions of the call in</p> | <p>Sprint has provided live and hearing carryovers as standard features longer than any other provider....In addition, Sprint supports VCO-VCO, VCO-HCO, VCO-TTY and two line VCO calls....In addition Sprint supports HCO-HCO, HCO-VCO, HCO-TTY, and two line HCO calls.</p> <p>Sprint provides a web-enabled, multi-language product-Sprint Internet Relay. Sprint Internet Relay calls can take place anywhere there is an internet connection. This feature provides a secure and interactive relay experience using intuitive features designed for TRS users.</p> <p>Sprint is the only provider with a web-based platform to support VRS. Users of VRS utilize video conferencing equipment</p> | <p>✓</p> | <p>MCI provides VCO and HCO technology as a standard relay feature. MCI is proud of its innovation in developing and implementing Internet relay service and its successful effort in obtaining FCC recognition of IP Relay as an enhanced TRS feature.</p> | <p>✓</p> |
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| | private (the relay operator shall not be able to hear these portions of the call) when requested by the user. (IFB p. 42) | and high speed internet connection lines to access the service. Sprint is currently investigating future communication enhancements including, Caption Telephone, Real-Time Captioning service for conference calling, Speech to Text technology, Wireless internet Relay through cell phone devices, wireless video relay accessibility, Palm Pilot and two way pager utilization through relay. (p. 9-10) | | |
| 64.604: Technical Standards: Voicemail and Interactive Menus CAs must alert the TRS user to the presence of a recorded message and interactive menu through a hot key on the CA's terminal. The hot key will send text from the CA to the consumer's TTY indicating that a | 1. Operators will leave messages on answering machines or other voice processing systems if the voice or TTY caller activates one while making a call. Procedures for leaving a message shall include the following steps: a. The relay operator will | See appendix I When the Sprint relay caller reaches an answering machine, voice mail or interactive menu, the Ca informs the relay caller by hitting a macro which reads (ANS MACH) or (recording) to keep the caller informed of the call progress. The CA then, if | ✓ | MCI's relay platform allows the CA to record and respond to recorded messages and interactive menus. Automated messages are typically played at a high rate of speed, often greater than 200 words per minute. The captured-recording |
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| <p>recording or interactive menu has been encountered. Relay providers shall electronically capture recorded messages and retain them for the length of the call. Relay providers may not impose any charges for additional calls which must be made by the relay user in order to complete calls involving recorded or interactive messages. Relay services shall be capable of handling pay-per-call calls.</p> | |
| <p>inform the caller when an answering machine has been reached.</p> <p>b. When the relay caller is a TTY user, the operator will try to retrieve the entire voice message and to convey the message in its entirety to the caller. If the operator is not successful in retrieving and conveying the entire message, the operator will ask the caller if the operator should call again in an attempt to retrieve and convey the remainder of the message. When the relay caller is a voice caller, the operator will relay the answering machine message in its entirety to the caller.</p> <p>c. The relay operator will ask the caller if he/she wishes to leave a message.</p> <p>d. The relay operator will leave the caller's message either by voice</p> | <p>necessary, presses a hot key to record the voice announcement and relay the message back to the caller. The CA utilizes Sprint's recording technology to obtain all information necessary on the first attempt. The CA relays all of the recorded information to the customer and deletes the recorded message.</p> <p>This technology greatly reduces the CA work time, as the CA does not need to make multiple out dials. In addition, Sprint Relay callers are only charged for the first call. Subsequent redials to leave a message or enter information into an interactive menu are not charged to customers. (p. 10-11)</p> |
| <p>feature plays the message back to the CA at a variable rate that is under the CA's control. The playback feature also provides the CA natural-sounding speech, as opposed to distortion normally associated with slow play-back. The captured announcements or messages are not retained beyond the duration of the incoming call.</p> <p>CAs retrieve messages from and leave messages on answering machines, and interact with other voice processing systems or voice driven menu systems if the outgoing call activates one. The caller must remain on the line for the process to be completed. Following are the procedures for leaving messages on answering machines, voicemail or</p> | |

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| | <p>or by TTY.</p> <p>e. The relay operator will confirm to the caller that a message has been left.</p> <p>f. The caller will be charged for only one call (the last call) regardless of number of calls required to retrieve and convey the answering machine message and/or to leave a message.</p> <p>2. Operators shall retrieve voice and TTY messages from voice processing systems and answering machines and relay a TTY message to a voice user or a voice message to a TTY user. If more than one call to the answering machine or voice processing system is required to retrieve the entire message, the caller will only be charged for one call. (IFB p. 46) See attached 2nd Amendment to Master Agreement.)</p> | | | <p>other automated voice message systems.</p> <p>1. The CA immediately informs the caller when an answering machine has been reached by sending a pre-programmed message, (ANS MACH).</p> <p>2. The CA relays the outgoing message from an answering machines or voice processing system unless requested otherwise by the caller.</p> <p>3. The CA remains available to the customer for further instructions.</p> <p>4. The CA leave the caller's message, or navigates the automated system as requested by the caller.</p> <p>5. The CA confirms to the caller that the message has been left.</p> <p>If charges are applicable, the caller is charged for</p> |

| | | | | only one call, regardless of the number of calls that may be required to completely convey or retrieve a message. | |
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| | | | | MCI provides a toll-free 900-access number into the relay center to enable caller's access to pay-per-call services. MCI's system is designed to ensure that the caller is billed for any charges incurred. Using a 900-access number provides the caller with an additional safety measure in that it preserves the 900 blocking capabilities the caller may have requested through their LEC. | |
| Functional Standards | | | | | |
| 64.604: Functional Standards: Consumer Complaint Logs (i) States and interstate providers must maintain a log of consumer | All Complaints receive db y supervisors or in writing shall be documented, including their resolution, and kept on file and available to the | Sprint provides copies of each TRS Customer contact form, which includes the date the complaint was filed, an | ✓ | MCI complies with this requirement by maintaining a summary log of all complaints and by submitting the log to | ✓ |

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| complaints about TRS in the state, whether filed with the TRS provider or the State, and must retain the log until the next application for certification is granted. The log shall include, at a minimum, the date the complaint was filed, the nature of the complaint, the date of resolution, and an explanation of the resolution. | DDTPAC and CRSAC upon request. (IFB p. 48) Providers shall submit monthly summary reports to the program indicating major topic areas of complaints and numbers of complaints received in each area, (IFB p. 52) | explanation of the complaint, the date the complaint was resolved and explanations of the resolution and any other pertinent information to CRS. Further, Sprint maintains a log of each individual complaint and provides comprehensive reports on a monthly and annual basis to each of the Sprint States. | the state relay administrator. MCI submits to the FCC summaries of the log indicating the number of complaints received per the schedule prescribed by the FCC. | |
| (ii) Beginning July 1, 2002, states and TRS providers shall submit summaries of logs indicating the number of complaints received for the 12 month period ending May 31 to the Commission by July 1 of each year. | | By June 25 th of each calendar year, Sprint submits a copy of 12-month complaint log report for the period of June 1-May 31, as well as a summary of the complaint log. (p. 11) | | |
| 64.604: Functional Standards: Contact or office for filing consumer complaints (i) Beginning on July 30, 2000, states must submit to the Commission a contact person or office for TRS consumer | 1. The providers must establish procedures for receiving and responding to complaints, inquiries and comments regarding CRS services. These procedures must allow for appeal to the DDTPAC through the CRSAC | Sprint indicates CRS contact name or office for filing intrastate customer complaints. | MCI complies with this requirement | |

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| <p>information and complaints about intrastate TRS. This submission must include, at a minimum, the name and address of the state office that receives complaints, grievances, inquiries and suggestions, voice and TTY telephone numbers, fax number, e-mail address, and physical address to which correspondence should be sent.</p> <p>(ii) Beginning on June 30, 2000, providers of intrastate TRS and relay providers having state contracts must submit to the Commission a contact person or office for TRS complaints about a provider's service. This submission must include, at a minimum, the name and address of the state office that receives complaints, grievances, inquiries and suggestions, voice and TTY telephone numbers, fax number, e-mail address, and physical address to which</p> | <p>and must describe the CPUC appeal procedure as well. These procedures shall be explained in appropriate CRS outreach or informational material. (IFB p. 48)</p> <p>DDTP complies with this requirement.</p> | | | | |
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| correspondence should be sent. | | | | | |
| 64.604: Functional Standards: Public Access to Information Carriers, through publication in their directories, periodic billing inserts, placement of TRS instructions in telephone directories, through directory assistance services, and in incorporation of TTY numbers in telephone directories, shall assure that callers in their service areas are aware of the availability and use of all forms of TRS. Efforts to educate the public about TRS should extend to all segments of the public.... | 1. Providers are required to publish at their own expense their CRS access numbers in all local exchange company telephone directories in California. The numbers must be listed under "California Relay Service" with a referral listing under "CRS," stating "CRS—see California Relay Service." Providers may also assure that callers in their service areas are aware of CRS availability and use through disseminating information in periodic bill inserts. (IFB p. 48) | Sprint provide a summary of all venues of CRS outreach program. Sprint provide a copy of information on CRS in telephone directories, billing inserts, newsletters, websites, etc. Also, Sprint includes information about DDTP and their advisory committee. | ✓ | MCI prints the CRS access number in local telephone directories and directory assistance listings throughout California. MCI has a team of outreach and education staff who are strategically located in California. The outreach team initiates, conducts and participates in activities throughout the state focusing primarily on educating the general public and "non-traditional" or potential relay users, such as people who are hard of hearing, late deafened, elderly and speech disabled, about the service. | ✓ |
| 64.604: Functional Standards: Rates TRS users shall pay rates no greater than the rates paid for functionally equivalent voice | CRS users shall pay rates no greater than the rates paid for functionally equivalent voice communication services with respect to such factors as | Users are charged no more for services than for those charges paid by standard "voice" telephone users. Users who select | ✓ | MCI currently provides free long distance to California Relay Service callers who select MCI as their carrier of choice or as | ✓ |

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| communications services with respect to factors such as duration of the call, the time of day, and the distance from the point of origination to the point of termination. | duration of the call, the tie of day, and the distance from the point of origination to the point of termination. (IFB p. 47) | Sprint as their interstate carrier will be rated and invoiced by Sprint. The caller will only be billed for conversation time. Those users who select a preferred interstate carrier via the CO list will be rated and invoiced by that carrier. (p. 11-12) See page 11-12 for more info. | the default carrier. MCI passes other billing records to the appropriate carrier for customer billing. Prior to the free long distance offering, and should MCI stop providing free long distance calling, MCI provided a 25% across-the-board discount to CRS users whose long distance calls are carried by MCI. | |
| <p>64.604: Functional Standards:</p> <p><i>Jurisdictional Separation of Costs</i></p> <p>(i) General. Where appropriate, costs of providing TRS shall be separated in accordance with the jurisdictional separation procedures and standards set forth in the Commission's regulation adopted pursuant to section 410 of the Communications Act of 1934, as amended.</p> <p>(ii) Cost Recovery. Costs caused by interstate TRS shall be</p> | <p>All minimum standards and regulations relating to TRS adopted by the FCC and found in 47C.F.R.64.601 et. seq. are hereby incorporated by reference as minimum standards required in the context of this IFB, whether or not said standards are specifically mentioned, named, or referred to in this IFB.</p> <p>All applicable requirements of the California Public Utilities Commission applying to telecommunications providers</p> | <p>All California Relay intrastate and interstate minutes are reported separately and distinctly to the state on the Sprint invoice. The interstate and international minutes are reimbursed by the TRS interstate Fund. The local and intra state minutes are reimbursed by the State.</p> | <p>MCI complies with this requirement.</p> | ✓ |

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| recovered from all subscribers for every interstate service, utilizing a shared funding cost recovery mechanism. Except as noted in this paragraph, with respect to VRS, costs caused by intrastate TRS shall be recovered from the intrastate jurisdiction.... (iii) Telecommunications Relay Service Fund. Effective July 26, 1993, an Interstate Cost Recovery Plan...shall be administered by an entity to be selected by the Commission. | are hereby incorporated into this document as requirements of all CRS providers. (IFB p.49) | | | | |
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